



ONGOING INVENTORY MANAGEMENT PLAN

TWC Ongoing Inventory Management

TWC's processes and procedures for ongoing management of the inventory database will ensure completeness and accuracy of all Inventory Database elements.

Procedures for routine audits of billing against inventory database:

Time Warner Cable will initiate accuracy and quality control audits every 120 days for all DIR and customers' inventory databases. These audits will not require DIR participation, unless a discrepancy should be found and additional assistance is necessary.

Notification procedures for identified Inventory database discrepancies

- DIR or DIR Customer will notify TWC of a discrepancy as soon as the discrepancy is identified via the following email address: DL-DIR-TWC@twcable.com
- TWC will notify DIR within ten (10) business days of an identified discrepancy
- TWC will review and verify findings within one (1) business day
- TWC will verify billing system inventory against DIR contracts and will include any additional written correspondence from DIR in its verification.
- Should a valid discrepancy exist, TWC will provide resolution within three (3) business days
- Once the discrepancy is resolved, TWC will correct any impact to billing and/or service inventory immediately.
- TWC will provide written confirmation to DIR or its Customer as the requestor with details of the discrepancy and resolution within ten (10) business days.
- Invoicing will reflect changes upon the billing cycle following the date of correction, including any adjustments (credits/debits).
- Time Warner Cable will comply with any additional service/inventory audits that DIR or DIR customers request, at no cost to DIR or DIR customers.